



CLASS SPECIFICATION

Class Code: 60001012
Date Established: 07/1988
Last Reviewed: 03/2025
Last Revised: 03/2025
Last Title Change: 02/1998
FLSA: non-exempt
Probation: 12 months

FAMILY SUPPORT SUPERVISOR

DEFINITION

Under direction, performs casework and provides supervision to assigned staff in the Washoe County District Attorney's Office; reviews casework for compliance with policy, laws and regulations; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of progressively responsible experience in child support services or a closely related human services environment, demonstrating expertise with interviewing clients, providing counseling in public service, conducting comprehensive audits and case reviews for state and federal policy or related regulatory compliance, investigating audit findings, and recommending improvements to web-based case management systems; OR two years of experience equivalent to a Family Support Specialist in Washoe County; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise assigned staff, which includes assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Analyze and resolve casework problems, ensuring that cases are processed in accordance with mandated timelines.

Evaluate legislative changes concerning child support and evaluate the impact of those changes on current procedures; make recommendations to management on policy and procedural changes to implement legislative changes.

Disseminate information to assigned staff and explain changes in child support law, department policies, and procedures to ensure the efficient and proper resolution of child support enforcement efforts.

Research system problems with automated system and coordinate with state IT staff to resolve programming problems; serve on statewide committee, as needed, to review and revise the automated system.

Draft legal documents, including documents needed to initiate legal actions to establish paternity and/or child support, motions for review and modification, stipulations, notices to set, exhibits, calendar vacates, and other documents as needed for filing with the court.

Assist attorneys and/or prepare for court hearings.

Testify in court regarding cases as needed.

Investigate complaints from clients regarding the service received and the handling of child support cases by determining the facts and circumstances surrounding the complaint and take appropriate action to achieve a satisfactory resolution of the complaint.

May assist with or perform other duties as assigned by the Program Manager, Assistant Program Manager or Chief Deputy District Attorney.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

Terms and acronyms including legal terminology commonly used in assigned functions.

Countywide personnel policies and procedures.

State and local legislation/regulations relating to child support enforcement, requirements for payment, and procedures for processing claims.

Legal process required in Washoe County to establish, enforce and collect child support obligations.

Computer applications, management information systems and software used in the assigned area.

Court procedures.

Ability to:

Prepare and present child support cases in a formal legal setting.

Select, supervise, and evaluate the performance of assigned staff.

Recognize and train staff in work methods and promote a safe working environment for employees and others.

Evaluate work priorities, procedures, and processes to determine effectiveness and efficiency.

Make recommendations to improve office policies and procedures.

Interpret and apply pertinent laws, regulations, policies, and procedures to establish, enforce, and collect child support obligations.

Read, understand, evaluate, and prepare standardized legal documents.

Entry Level *(Applicants will be screened for possession of these through written, oral performance or other evaluation methods.)*

Knowledge of:

Principles and practices of effective supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Principles and practices of child support enforcement casework.

Interviewing techniques and methods.

Modern office practices, methods and computer equipment.

English usage, spelling, vocabulary, grammar, and punctuation.

Basic legal terminology.

Basic principles of mathematics, accounting, and account maintenance.

Methods and techniques used to effectively interact with the public.

Techniques and methods of data collection, record keeping and report preparation.

Conflict management skills.

Ability to:

Respond to requests and inquiries from the public with empathy, understanding, and patience.

Interact effectively and sensitively with individuals from diverse backgrounds.

Resolve conflict situations, gaining cooperation through discussion and persuasion.

Understand and follow oral and written instructions.

Read and interpret legal documents, laws, regulations, policies, and procedures.

Write clear, concise reports and compose correspondence and memoranda.

Complete multiple concurrent projects and manage priorities and tasks within required deadlines.

Plan and organize the work of assigned staff to meet schedules and deadlines.

Perform repetitive tasks without compromising accuracy.

Maintain confidentiality of sensitive data and information.

Exercise good judgment, flexibility, and sensitivity in response to changing situations and needs.

Engage professionally with customers facing payment delays through in-person, phone, or written communication to resolve outstanding balances.

Perform accurate mathematical calculations and basic accounts maintenance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work, including potentially hostile clients.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in professional office and courtroom environments. Ability to lift and move objects weighing up to 25 lbs. Ability to use modern office equipment including computers, telephones, calculators, copiers, and fax machines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.